



---

## **System and Infrastructure Troubleshooting and Restoration**

---

## Table of Contents

<b>Chapter 1: iPrismGlobal Infrastructure Overview.....</b>	<b>1-1</b>
1.1 Servers.....	1-2
1.1.1 DNS.....	1-2
1.1.2 Firewall.....	1-3
1.1.3 E-mail.....	1-3
1.1.4 Virtual Private Network (VPN).....	1-3
1.1.5 Visual SourceSafe.....	1-4
1.2 Load Balancer Flow.....	1-5
<b>Chapter 2: Basic Processes.....</b>	<b>2-1</b>
2.1 Making a Remote Desktop Connection.....	2-1
2.2 Checking the Web Server's Services are Running.....	2-2
2.2.1 Restarting Services Using Administrative Tool.....	2-2
2.2.2 Restarting the FTP and SMTP Services.....	2-3
2.3 Restarting the IIS.....	2-4
2.4 Verify the Load Balancer Issues.....	2-4
2.5 Contacting LightEdge Technical Support.....	2-4
<b>Chapter 3: Troubleshooting.....</b>	<b>3-1</b>
3.1 Is this a page level error that returns a system error?.....	3-1
3.1.1 Identifying the File for Scheduled Update Later.....	3-2
3.1.2 Identifying the File for Immediate Update.....	3-3
3.2 Is it an e-mail or FTP problem with the server?.....	3-3
3.3 Does a representative database need updated?.....	3-4
3.4 Is it a performance issue with the portal?.....	3-4
3.4.1 Recycling the Applications Pool.....	3-4
3.4.2 Running a Speed Test.....	3-5
3.4.3 Checking the Task Manager's CPU.....	3-6
3.4.4 Checking the Task Manager's Network Load.....	3-8
3.5 Is there an outage of a portal on one or both servers?.....	3-8
3.5.1 Pinging the Domain to Verify the DNS.....	3-9
3.6 Is there an outage of the whole server or both servers?.....	3-9
3.7 Does a deleted file need restored?.....	3-10
3.8 Does database data need to be restored?.....	3-11
3.8.1 Creating a Production Database Backup.....	3-12

## Index

## Chapter 1: iPrismGlobal Infrastructure Overview

This section details the iPrismGlobal infrastructure.

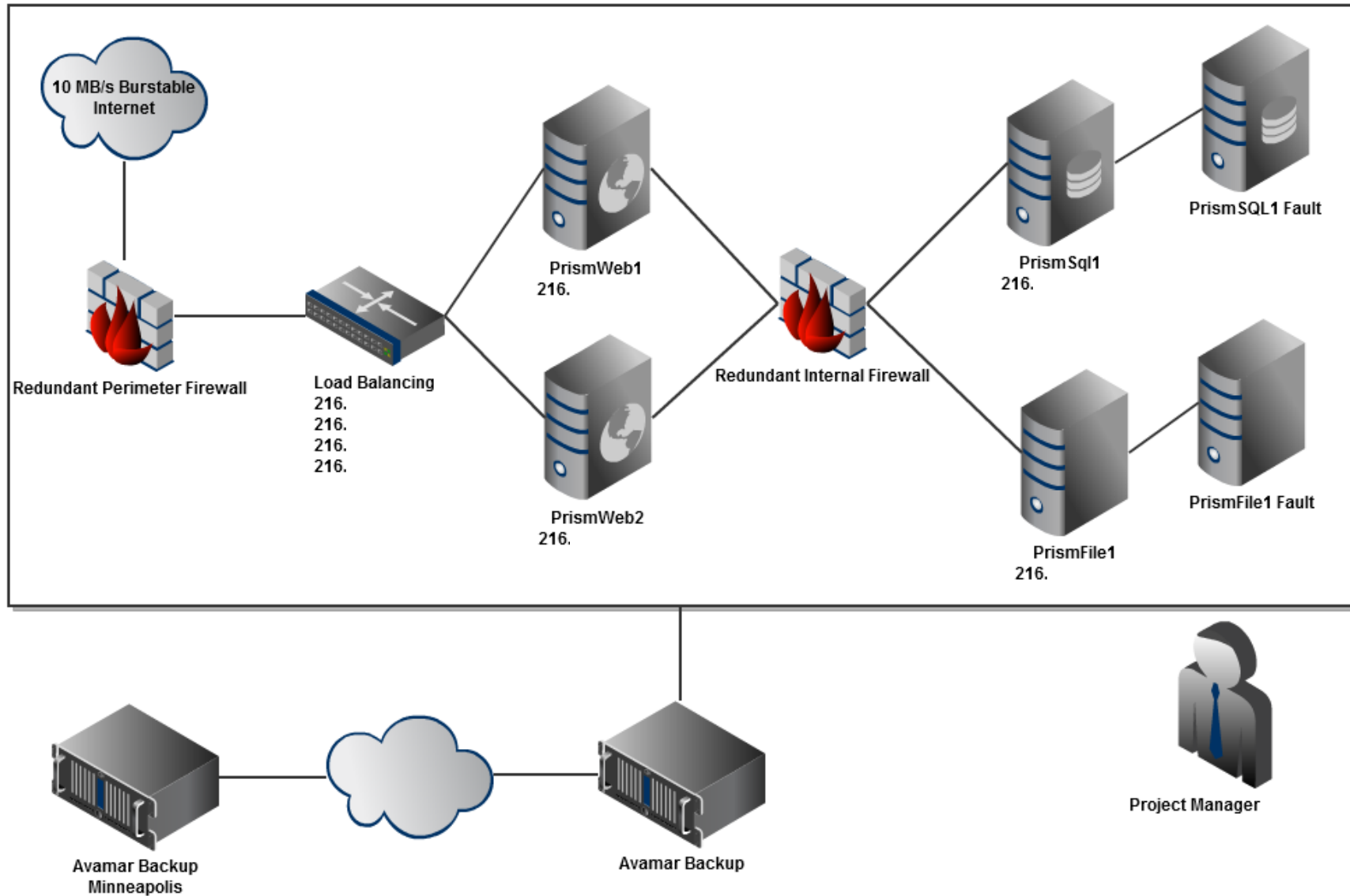


Figure 1-1. Hosting Overview

## 1.1 Servers

iPG servers include:

Server	External IP	Internal IP	Login	Role
<b>Load Balancer</b>	216.xx.xxx.210 216.xx.xxx.212 216.xx.xxx.213 216.xx.xxx.214			
<b>PrismWeb1</b>	216.xx.xxx.220	192.xx.xxx.100 192.xx.xxx.104 192.xx.xxx.102 192.xx.xxx.101	Administrator password	Primary web server Hosts non load balanced portals
<b>PrismWeb2</b>	216.xx.xxx.221	192.xx.xxx.50 192.xx.xxx.120 192.xx.xxx.121 192.xx.xxx.122	Administrator password	Secondary Web server
<b>PrismFile1</b>	216.xx.xxx.209	192.xx.xxx.50	Administrator password	File server that all dynamic data resides on, such as the data directory for portals
<b>PrismSql1</b>	216.xx.xxx.208	192.xx.xxx.100	Administrator password	Database server Has laser app and rep database sync apps

SMTP is hosted on each web server: PrismWeb1, PrismWeb2, PrismFile1, and PrismSql1.

PrismFile1 and PrismSQL1 also have FTP access. FTP access is setup for individual user accounts that senior development staff have. You may add additional accounts through Remote Desktop Connection using the server information above and adding a user account.

### 1.1.1 DNS

DNS hosting is done through a combination of GoDaddy and LightEdge services. You setup a new DNS through GoDaddy using their Total DNS Management tool. GoDaddy changes can be made by using the following:

- Login Name – xxx
- Password – xxx

Base domains, such as iPrismGlobal.com and iPrismGlobal.net, are hosted with LightEdge and updates to sub domains or the domain can be done by emailing xxx by a registered account administrator.

## 1.1.2 Firewall

Port changes for the firewall can be handled by an authorized account administrator for our LightEdge account by e-mailing xxxx.

## 1.1.3 E-mail

Hosted exchange services are provided by LightEdge and administered via a member login at [www.lightedge.com](http://www.lightedge.com). Administrator users are currently xxxxx.

## 1.1.4 Virtual Private Network (VPN)

VPN is available to the Prism office network and users are managed via the Prismapp server VPN Users group. The Prismapp server is located at Berthel and resides with the VPN on the same server.

You can access the Prismapp server via a Remote Desktop Connection from the Prism office using the following:

- Server Name – Prismapp
  - Login Name – Administrator
  - Password – password
- **Note:** Install the VPN before trying to access Prismapp from outside the home office.

### 1.1.4.1 Installing the VPN

To install the VPN:

1. Download the **VPN.zip** from xxxx into a temporary folder.
2. Right-mouse click on the VPN.zip and select **Extract Here**.
3. Double-click the **vpnclient\_setup.exe** and follow the DEFAULT installation instructions.
4. After installation, open the **VPN client** and select **Import**.
5. **Import** the **prism.pcf** file in the root of the vpn.zip file.

### 1.1.4.2 Adding an Account to the VPN

To add an account to the VPN:

1. Use a **Remote Desktop Connection** to connect to **Prismapp**.
2. Select Start > All Programs > Administrative Tools > **Active Directory**.
3. Select the **Users** folder.
4. Right-mouse click and select **New**.
5. Enter the User's **Name** and **Password**.
6. Right-mouse click on the User Name and select **Add to Group**.
7. Select **VPN Users** and click **OK**.
8. Log off the **Remote Desktop Connection**.

### 1.1.4.3 Deleting an Account from the VPN

To delete an account from the VPN:

1. Use a **Remote Desktop Connection** to connect to **Prismapp**.
2. Select Start > All Programs > **VPN**.
3. Select the Administrative Tools > **Active Directory**.
4. Select the **Users** folder.
5. Right-mouse click and select **Remove**.
6. Click **OK**.
7. Log off the **Remote Desktop Connection**.

### 1.1.5 Visual SourceSafe

All source code is in Visual SourceSafe which resides on the Prismapp server and requires VPN access if outside the home office. Using the Visual SourceSafe administration console, use the following login:

- Server Name – Prismapp
- Login Name – Administrator
- Password – password

## 1.2 Load Balancer Flow

The following table details the sites and IP addresses, and if that site is part of the Load Balancer.

URL	IP Address	Cert	Internal Address 1	Internal Address 2	Sticky	Load Balance	Notes
www.iprismglobal.com	216.xx.xxx.210		192.xx.xxx.100	192.xx.xxx.120	Yes	Yes	
www.iprismglobal.net	216.xx.xxx.210		192.xx.xxx.100	192.xx.xxx.120	No	Yes	redirects to iprismglobal.com
iprismglobal.com			192.xx.xxx.100	192.xx.xxx.120	No	Yes	redirects to iprismglobal.com
www.iprismglobal.com:8080	216.xx.xxx.210		192.xx.xxx.100		No	No	SSO Application - PrismWeb1
Remote Desktop PrismWeb1	216.xx.xxx.220			192.xx.xxx.120			
prism3.iprismglobal.net	216.xx.xxx.214		192.xx.xxx.104		No	No	PrismWeb1
ided.iprismglobal.net	216.xx.xxx.214		192.xx.xxx.104		No	No	
connect.berthel.com	216.xx.xxx.210	Berthel	192.xx.xxx.100	192.xx.xxx.120	Yes	Yes	
www.smrone.com	216.xx.xxx.213	SMROne	192.xx.xxx.102	192.xx.xxx.122	Yes	Yes	
www.smrone.net	216.xx.xxx.213				No	Yes	redirects to smrone.com
www.smrone.info	216.xx.xxx.213				No	Yes	redirects to smrone.com
smrone.com	216.xx.xxx.213				No	Yes	redirects to smrone.com
www.securitiesmanagementresearch.com	216.xx.xxx.213				No	Yes	redirects to smrone.com
Remote Desktop PrismWeb2	216.xx.xxx.221			192.xx.xxx.122			

Address exists

Address to be added

Address for testing

Items not load balanced only point at PrismWeb1  
FTP and Remote access will still be needed





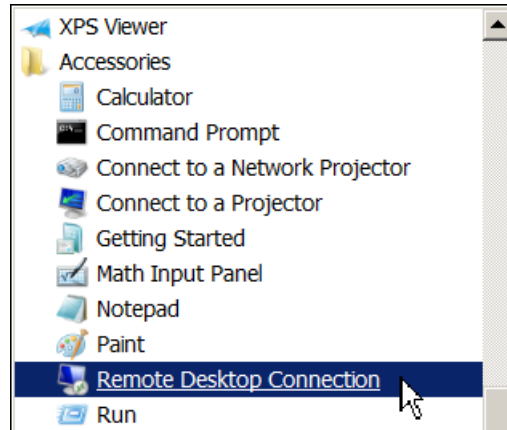
## Chapter 2: Basic Processes

This section details basic processes common to many troubleshooting solutions, such as logging into the web servers and restarting an IIS.

### 2.1 Making a Remote Desktop Connection

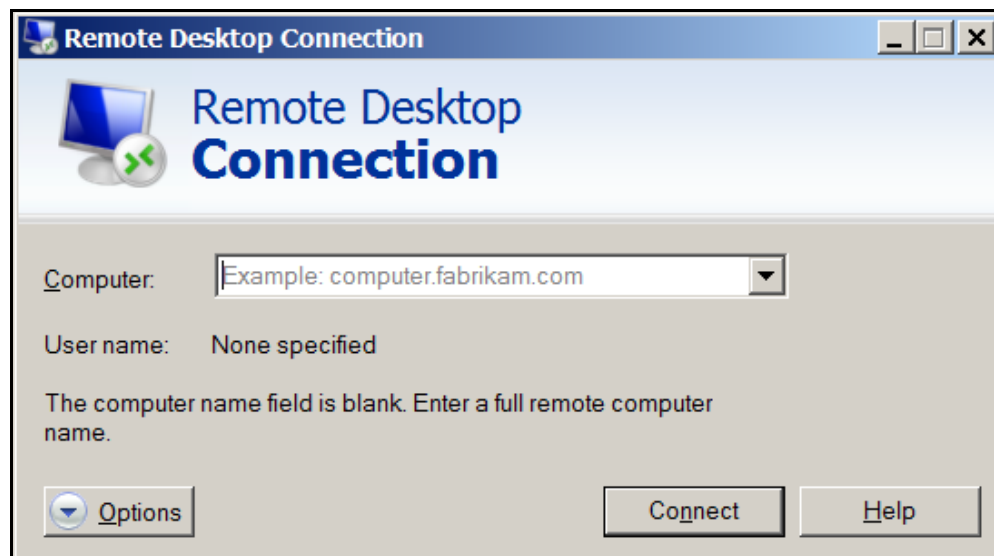
To make a remote desktop connection to the web servers using the IP address:

1. Select Start > All Programs > Accessories > **Remote Desktop Connection**.



*Figure 2-1. Remote Desktop Connection*

2. Enter the IP address as the **Computer** name.




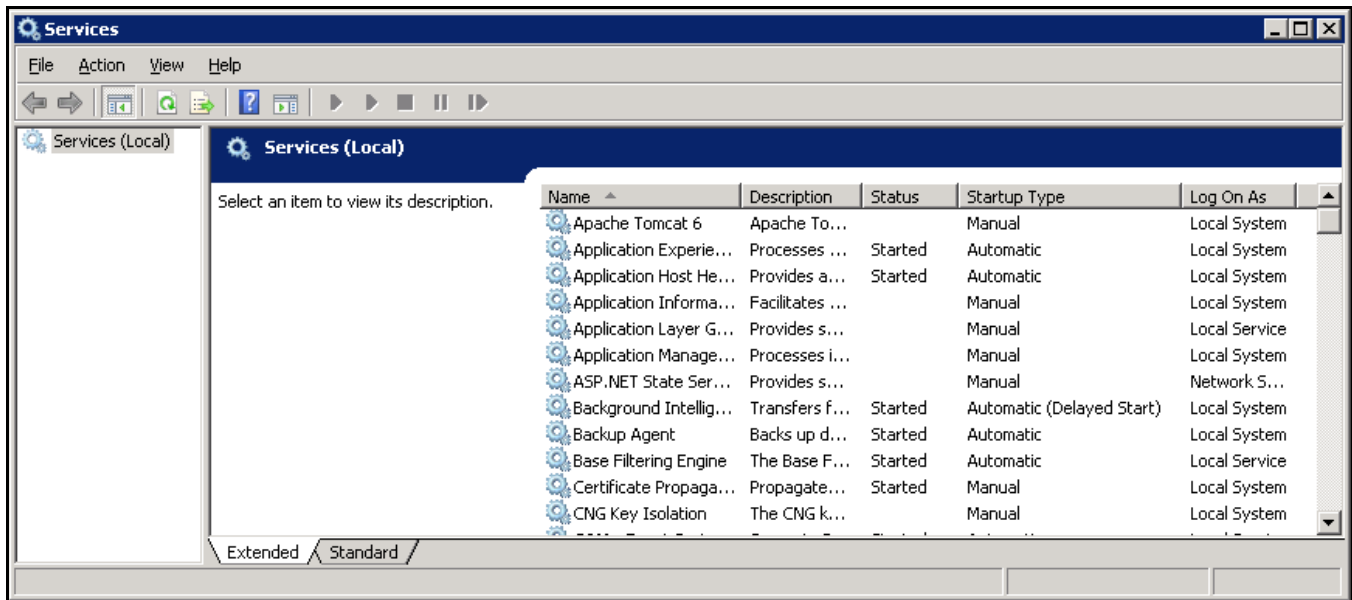
*Figure 2-2. Remote Desktop Connection Computer*

3. Click the **Connect** button.

## 2.2 Checking the Web Server's Services are Running

The e-mail administrator receives an e-mail from LightEdge if an issue occurs. Use a Remote Desktop Connection to determine if the services are running on both web servers.

1. Login to the web server using a **Remote Desktop Connection**.
2. Select Start > All Programs > **Administrative Tools**.  [Administrative Tools](#)
3. Double-click **Services**.  [Services](#)





*Figure 2-3. Administrative Tools*

4. View the **Status** of the Service, such as FTP or a web server, to verify that it is **Started**.
5. Perform this on BOTH web servers.
6. Log off the **Remote Desktop Connections**.

### 2.2.1 Restarting Services Using Administrative Tool

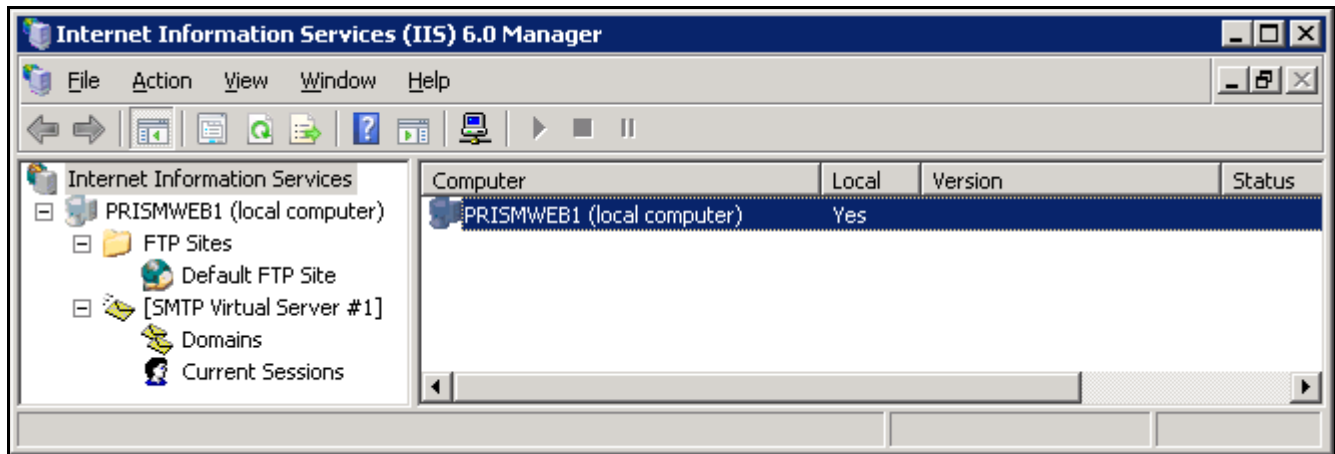
To restart services using the Administrative Tool:

1. Login to the web server using a **Remote Desktop Connection**.
2. Select Start > All Programs > **Administrative Tools**.  [Administrative Tools](#)
3. Double-click **Services**.  [Services](#)
4. Right-mouse click on the Service and select **Start**.
5. Log off the **Remote Desktop Connection**.

## 2.2.2 Restarting the FTP and SMTP Services

This typically pertains to FTP and SMTP services. The status of a service will display Stopped if the service is not running. To restart a service:

1. Login to the web server using a **Remote Desktop Connection**.
2. Select Start > All Programs > **Internet Information Services (IIS) 6.0 Manager**.
3. Select the **Service**.



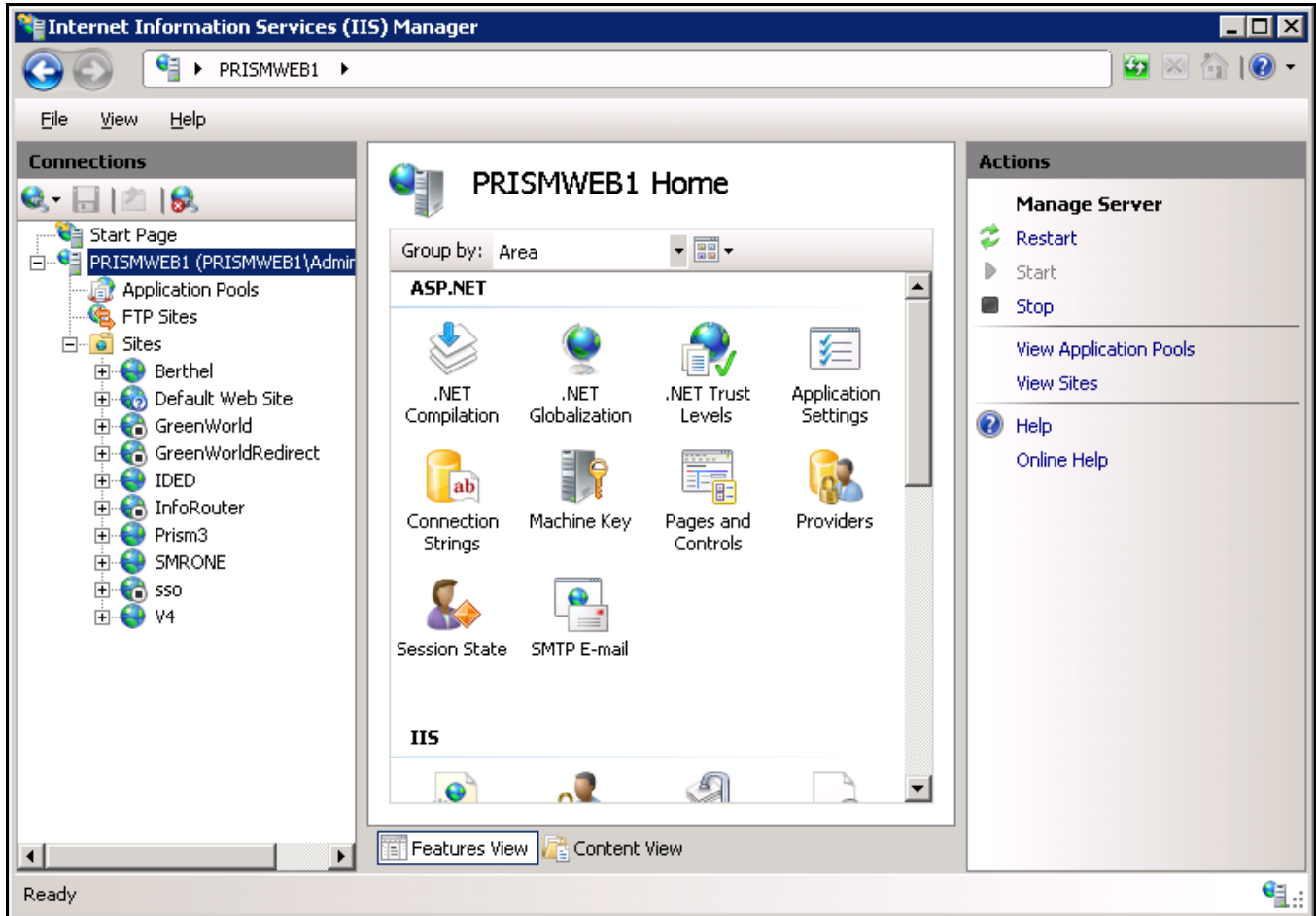
*Figure 2-4. Internet Information Services (IIS) 6.0 Manager*

4. Right-mouse click on the service and select **Start**.
5. Log off the **Remote Desktop Connection**.

## 2.3 Restarting the IIS

To restart the IIS:

1. Select Start > All Programs > **Internet Information Services (IIS) Manager**.
2. Right-mouse click on the **PrismWeb1** or **PrismWeb2**.



*Figure 2-5. Internet Information Services (IIS) Manager*

3. Select Actions > **Restart**.

## 2.4 Verify the Load Balancer Issues

If it appears that you may have issues with the Load Balancer, contact LightEdge.

## 2.5 Contacting LightEdge Technical Support

Always attempt to rectify the issue and call Craig BEFORE calling LightEdge.

LightEdge Support:

- 1 (877) 771-xxxx
- xxxx@lightedge.com

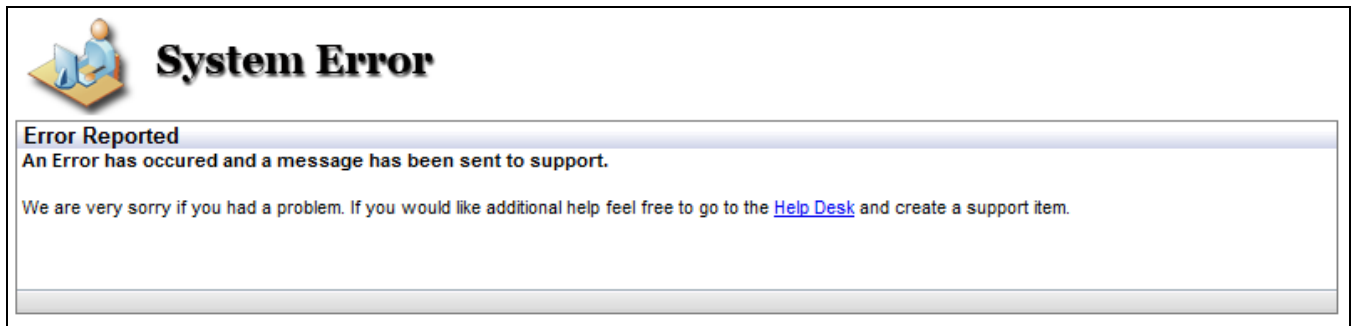
## Chapter 3: Troubleshooting

This section details page and system level errors, database issues, server errors, and portal troubleshooting.

### 3.1 Is this a page level error that returns a system error?

First determine if the error is a page level error that is returning a system error. Page level errors are the main type of issues you will encounter. You can view the error e-mail that the administrator receives or you can FTP or Remote Desktop Connection to the error.log at the portal to view issues.

1. Check the **e-mail error** or the **error.log** file in the root of the portal that details what the asp.net error was.
  - **D:\inetpub\wwwroot** is the root directory of the web server where the **error.log** resides and displays the LAST error only.
  - The e-mail error displays the following:
    - **Error Path** – Exact path to the page.
    - **Error Raw Url** – Raw URL associated with the page.
    - **Error Message** – Error message describing the error.
    - **Error Source** – Module that is having the issue.
    - **Error Server Name** – Location of the portal.



*Figure 3-1. Error.log*

https://connect.xxxxxxx.com : sdoup at 3/22/2011 2:10:57 PM

**Error in Path** :/Pages/EditPost.aspx

**Error Raw Url** :/Pages/EditPost.aspx?PageName=CRM28843&Response=10

**Error Message** :There is no row at position 0.

**Error Source** :System.Data

**Error Server Name** : PrismWeb2

**Error Stack Trace** : at System.Data.RBTree`1.GetNodeByIndex(Int32 userIndex) at System.Data.RBTree`1.get\_Item(Int32 index) at System.Data.DataRowCollection.get\_Item(Int32 index) at DiscussionPage.LoadPostDetails() in d:\inetpub\wwwroot\Berthel\App\_Code\DiscussionPage.cs:line 1841 at Pages\_EditPost.LoadPost(String PageName, String Response) in d:\inetpub\wwwroot\Berthel\Pages>EditPost.aspx.cs:line 54 at Pages\_EditPost.Page\_Load(Object sender, EventArgs e) in d:\inetpub\wwwroot\Berthel\Pages>EditPost.aspx.cs:line 36 at System.Web.Util.CalliHelper.EventArgFunctionCaller(IntPtr fp, Object o, Object t, EventArgs e) at System.Web.Util.CalliEventHandlerDelegateProxy.Callback(Object sender, EventArgs e) at System.Web.UI.Control.OnLoad(EventArgs e) at System.Web.UI.Control.LoadRecursive() at System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Boolean includeStagesAfterAsyncPoint)

**Error TargetSite** : NodePath GetNodeByIndex(Int32)

*Figure 3-2. Portal Error E-mail Example*

2. Make corrections to the page.
  3. Determine if the file requires immediate update or can wait for the next round of updates.
  4. Identify the file for update on the next round of updates. Refer to Section 3.1.1, Identifying the File for Scheduled Update Later, on page 3-2.
  5. If it is a change that needs an immediate fix, update the file to the portal on both web servers. Refer to Section 3.1.2, Identifying the File for Immediate Update, on page 3-3.
- **Note:** Make sure that you perform class changes or master page changes after hours if possible.

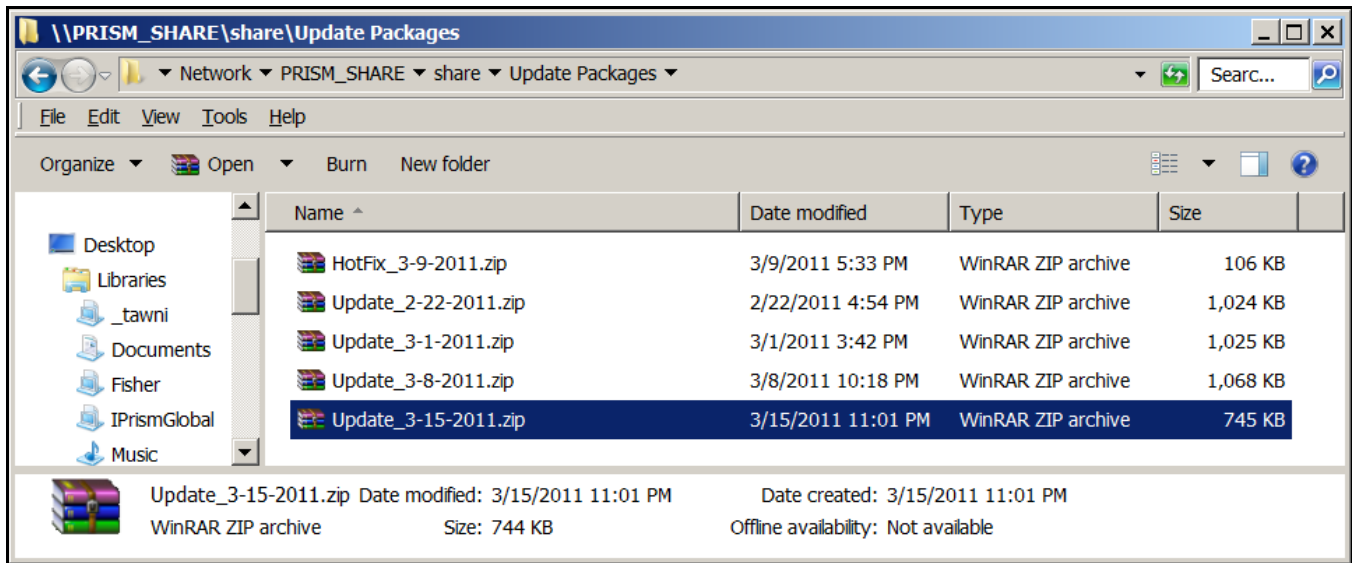
### 3.1.1 Identifying the File for Scheduled Update Later

The weekly file update occurs manually on Tuesday nights between 9 and 11:00 pm. You can locate all update packages and the change log at:

- \\Prism\_Share\share\Update Packages.

If you determine the file can wait for the normal scheduled update release, perform the following:

1. **Fix the error.**
2. Enter the fix in the **change log**.
  - **Note:** The change log file uses the following conventions: Update\_M-D-YYYY.docx.
3. Acquire **customer's sign off** for weekly update.
4. **Copy** the file to the correct directory in the update package.



*Figure 3-3. Update Packages*

### 3.1.2 Identifying the File for Immediate Update

If you determine the file cannot wait for the normal update release:

1. **Fix the error.**
2. Acquire **customer's sign off.**
3. Enter the fix in the **change log.**
  - **Note:** The change log file uses the following conventions: Update\_M-D-YYYY.docx.
4. **Back up** the server file(s).
5. **Copy** the file to the correct directory.
  - **Note:** You can locate all FULL update packages at:
    - \\IPAddress\PortalStorage\UpdatePackages

### 3.2 Is it an e-mail or FTP problem with the server?

If the issue is e-mail or File Transfer Protocol (FTP) related with the server perform, the following:

1. Make sure the services are running on both web servers by Remote Desktop Connection.
2. Check Internet Information Services (IIS) and restart the services. Refer to 2.2, Checking the Web Server's Services are Running, on page 2-2.

### 3.3 Does a representative database need updated?

iPG receives a phone call from Berthel if their representative database needs updated. If you need to update the representative database:

1. Navigate to the **C:\Sync directory**, which is where the Remote Desktop Connection to PrismSQL1 resides.
2. Run the **RepDBSync.bat** file to clear out the representative data in the database for Berthel and SMR One and update the information with the last sent information.
3. Remember to synchronize on both sides. Berthel performs their own sync.
  - **Note:** This sync runs automatically every night.
4. Log off the **Remote Desktop Connection**.

### 3.4 Is it a performance issue with the portal?

If the portal is running slow or there is no response from a page or other performance issue with the portal:

1. Log on to the web servers and **recycle** the **Applications Tool**. Refer to Chapter 2: Basic Processes, on page 2-1 and Section 3.4.1, Recycling the Applications Pool, on page 3-4.
2. If this does not provide relief, **restart IIS**. Refer to Section 2.3, Restarting the IIS, on page 2-4.
3. If this does not help, run a **speed test**. Refer to Section 3.4.2, Running a Speed Test, on page 3-5.
4. Check the **Task Manager's CPU speed**.
5. Check the **Task Manager's network load**.
  - **Note:** Additional issues are most likely page specific.

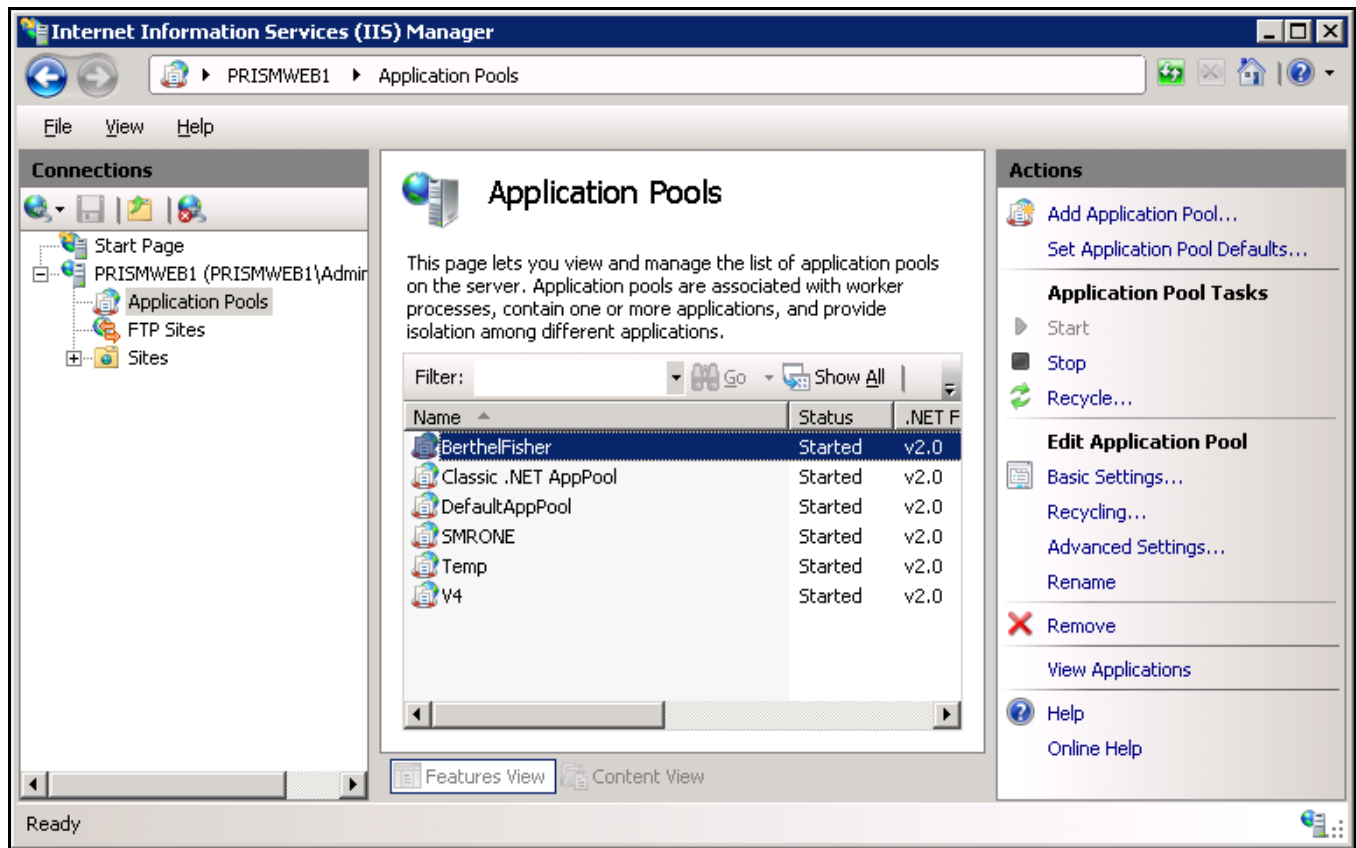
#### 3.4.1 Recycling the Applications Pool

To recycle the Applications Pool:

1. Login to the web server using a **Remote Desktop Connection**.
2. Select Start > All Programs > **Internet Information Services (IIS) Manager**.
3. Select the **web server**.
4. Select **Application Pools**.
5. Select Actions > **Recycling**.
6. Perform this for both web servers.
7. Log off the **Remote Desktop Connection**.







*Figure 3-4. Application Pools Recycling*

### 3.4.2 Running a Speed Test

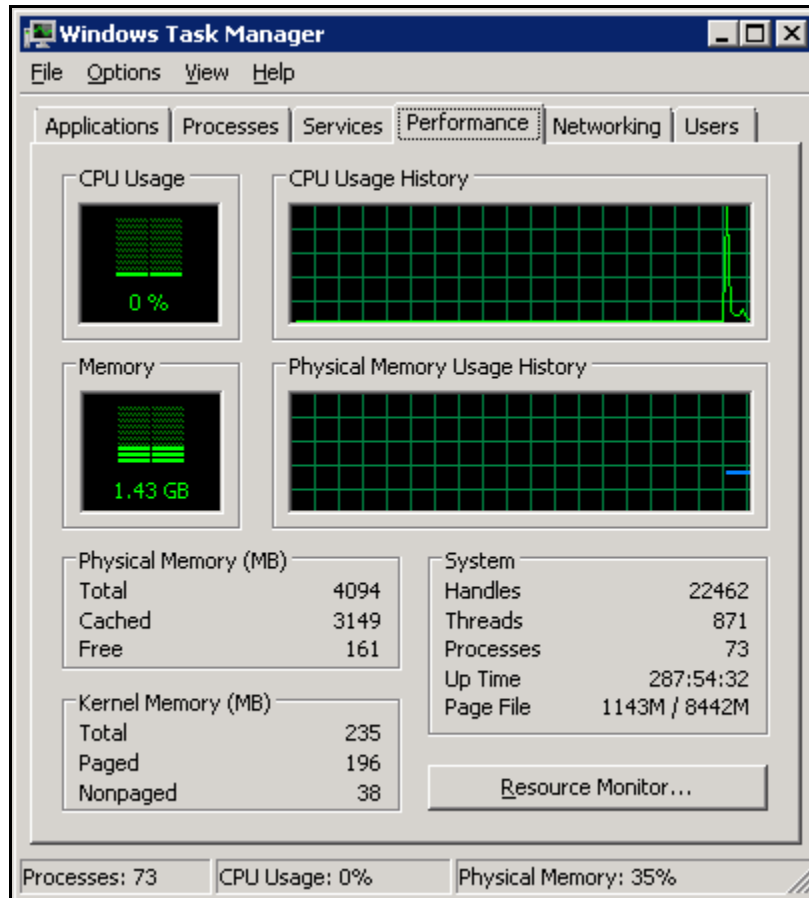
To run a speed test:

1. Login to the web server using a **Remote Desktop Connection**.
2. Open **http://xxx** in a browser.
3. If the:
  - Download speed is 15 Mbps or lower.
  - Upload is 10 Mbps or lower.
4. Contact **LightEdge**.
5. Log off the **Remote Desktop Connection**.

### 3.4.3 Checking the Task Manager's CPU

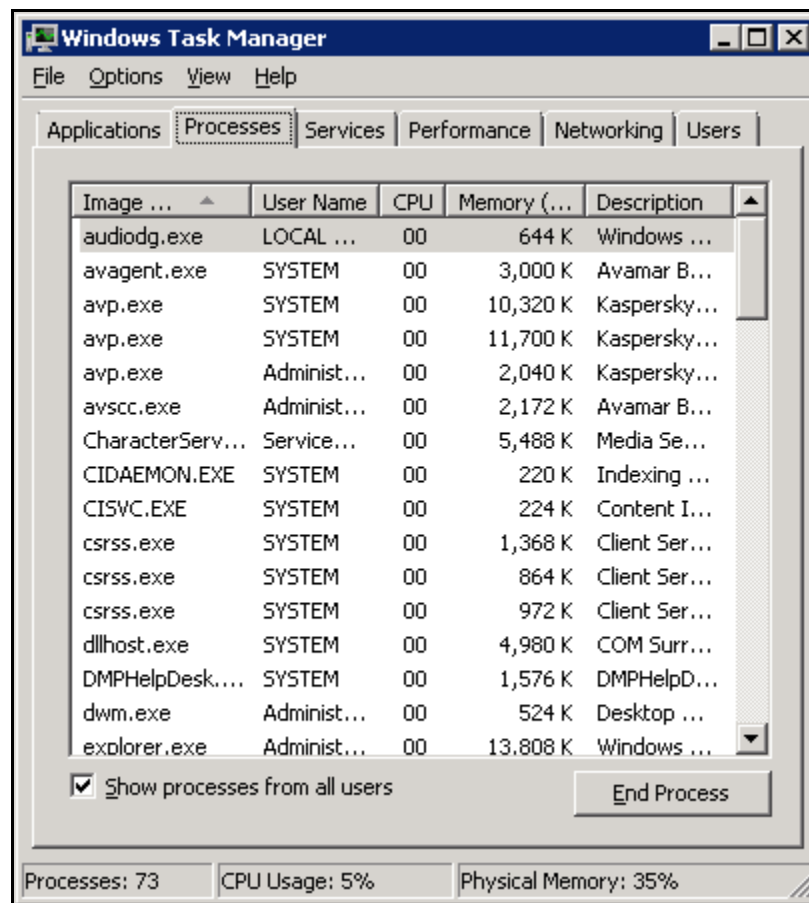
To check the Tasks Manager's CPU:

1. Login to the web server using a **Remote Desktop Connection**.
2. Right-mouse click on the Windows Task bar and select **Task Manager**.
3. Click the **Performance** tab.



*Figure 3-5. Task Manager Performance Tab*

4. If the CPU Usage is maxed out, click the **Processes** tab and **turn off** unnecessary processes.



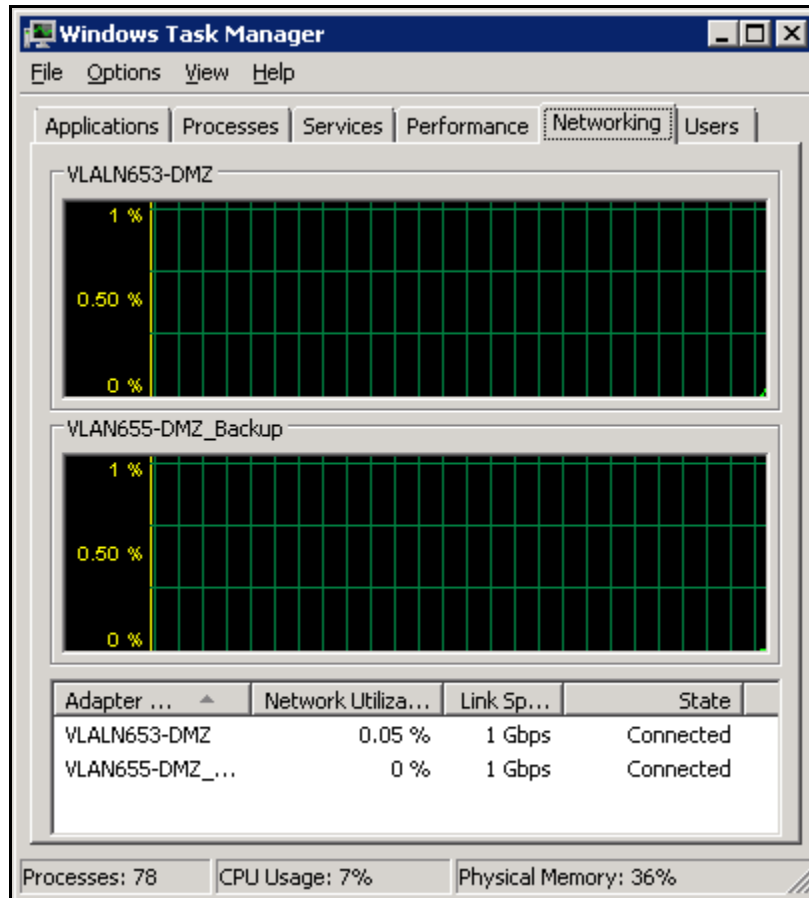
*Figure 3-6. Task Manager Processes Tab*

**5. Log off the Remote Desktop Connection.**

### 3.4.4 Checking the Task Manager's Network Load

To check the Tasks Manager's network load:

1. Login to the web server using a **Remote Desktop Connection**.
2. Right-mouse click on the Windows Task bar and select **Task Manager**.
3. Click the **Networking** tab.



*Figure 3-7. Task Manager Networking Tab*

4. Restart the server.
5. Log off the **Remote Desktop Connection**.

### 3.5 Is there an outage of a portal on one or both servers?

To determine if there is an outage on one or both of the portals:

1. Remote desktop to the web servers and restart the sites in IIS. Refer to Chapter 2: Basic Processes, on page 2-1.
2. If that does not work, **ping** the domain name and verify the DNS settings are pointing to the correct place. Refer to 3.5.1, Pinging the Domain, on page 3-9.
3. If the DNS is correct, contact LightEdge and verify load balancer settings. Refer to Section 2.5, Contacting LightEdge Technical Support, on page 2-4.
4. If both servers are out, call LightEdge.

### 3.5.1 Pinging the Domain to Verify the DNS

To ping a domain and verify the DNS settings from your LOCAL computer:

1. Select Start > **Command Prompt**.
2. Type **ping connect.berthal.com**. Where the “connect server” is the server with which you are trying to communicate.

There will be no response from the server but verify the resulting IP Address with that located on the associated server on Section 1.2, Load Balancer Flow, on page 1-5.

- **Note:** You can locate on which web server you are currently attached by scrolling down in the portal header. The name of the web server displays at the bottom of the header.

### 3.6 Is there an outage of the whole server or both servers?

---


Each site has a **healthcheck.aspx** file in its root directory that the load balancer checks every 5 seconds. After two unsuccessful attempts to load this file, the site is taken offline until two successful attempts can be made. The healthcheck.aspx page checks database and file server connection and runs on IIS. This verifies the three main servers/services are up and running for the portal. If one of these items goes down, such as PrismFile1, both servers could go offline. If a problem is local to one server, all traffic will be balanced over to the other server.

- **Note:** Refer to Chapter 2: Basic Processes, on page 2-1 and Remote Desktop Connection to PrismWeb1 and PrismWeb2 and verify the IIS state.
1. Remote Desktop Connection to the PrismFile1 and PrismSQL1 to verify they are both up and running.
  2. On PrismSQL1, verify the SQL server is running.
  3. Remote Desktop Connection to PrismWeb1 and PrismWeb2 and verify network sharing access to PrismFile1 and PrismSql1 by typing \\PrismFile1 in Windows Explorer.
    - If access to the file server is not running, restart the file or SQL server.
    - If that does not help, contact LightEdge to verify firewall settings.
  4. Verify **Load Balancer** is up and running with LightEdge.
  5. Verify **firewall** settings with LightEdge.
  6. Verify there is no outage of service with LightEdge.

### 3.7 Does a deleted file need restored?

Verify if a deleted file needs to be restored. To connect to the Avamar Client and verify a backup or recover a file:

➤ **Note:** This should only be done in emergencies.

1. Back up the files that you are overwriting before doing the restore process.
2. Login to the web server using a **Remote Desktop Connection**.
3. Connect to the **Avamar Client**. 
4. Select **Actions** menu and select **Restore**.
5. Click **Continue** if there is a security error.

This opens a web browser to the Avamar Web Restore GUI.

6. Acknowledge the SSL error on the site (if it appears).
7. **Account:** Username@/Domain (such as 004xxxx@/0042315).
8. **Client Path:** /Domain/SID.OrgID.clients.ava.lightedge.com (such as /0042315/134033.004xxxx.clients.ava.lightedge.com).
  - This will make more sense and correspond to your servers when you receive the backup report.
  - The report shows which server names correspond to the long Client Path name.
9. **Password:** password

This allows you to see files that have been backed up and are available for restore. Selecting a file for restore downloads the file or directory to your computer as a zip file. This is best suited for a single file or small directory restores. There is also a limit of 1GB when using the web restore.

10. Log off the **Remote Desktop Connection**.

For your reference:

- 134033.004xxxx.clients.ava.lightedge.com = PRISMWEB1
- 134034.004xxxx.clients.ava.lightedge.com = PRISMVIDEO1
- 134035.004xxxx.clients.ava.lightedge.com = PRISMFILE1
- 134036.004xxxx.clients.ava.lightedge.com = PRISMSQL1

### 3.8 Does database data need to be restored?

---

If data in a database needs to be recovered:

1. Login to the **PrismSQL1** using a **Remote Desktop Connection**.
2. Open the **Avamar Client**.
3. Select **Actions** menu and select **Restore**.
4. Select the database and the date of the backup you require.
5. Make sure to restore this data to a temporary database that you create for this restore.
6. Make a copy of the production database.
7. Copy the data out of the temporary database to the production database.
8. Log off the **Remote Desktop Connection**.

### 3.8.1 Creating a Production Database Backup

To create a backup of the production database:

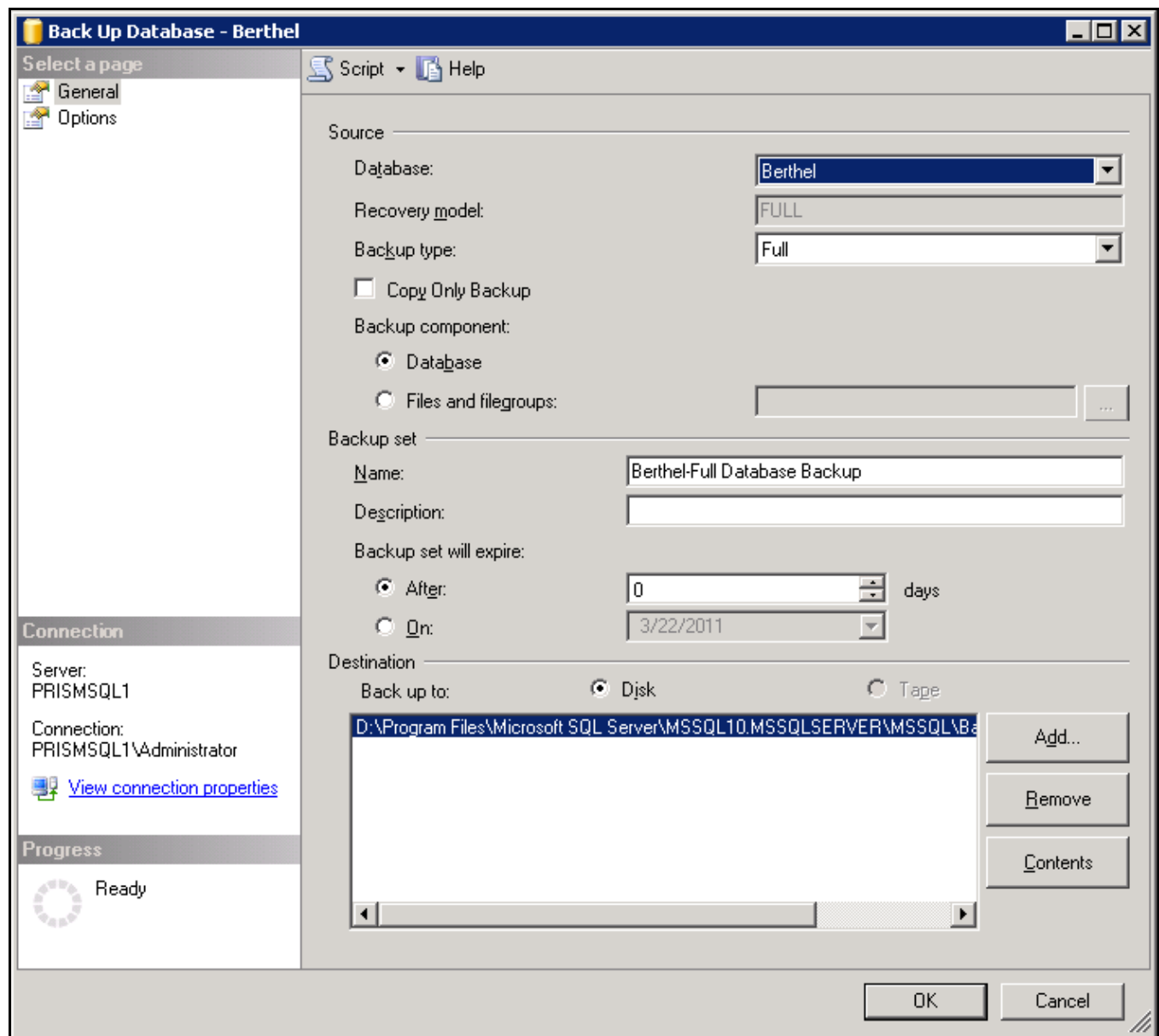
1. Login to the web server using a **Remote Desktop Connection**
2. Click the **SQL Server 2008 Management Studio** icon on the Task bar.
3. Click **Connect**.




*Figure 3-8. Microsoft SQL Server 2008*

4. Right-mouse click on the **Database**.
5. Select Tasks > **Back Up**.





*Figure 3-9. Back Up Database*

6. Select the **Destination Back up to Disk**.
7. Click the **Add** button.
8. Click the browse  icon and locate the directory under which to store the backed up database.
9. Click **OK** twice.
10. Log off the **Remote Desktop Connection**.

# Index

## A

Accounts ..... 1-2  
 Adding VPN ..... 1-4  
 Deleting ..... 1-4  
 Adding  
 VPN Account ..... 1-4  
 Administrative Tools ..... 2-2  
 Restarting Services ..... 2-2  
 Application Pools  
 Recycling ..... 3-4, 3-5  
 Avamar Client  
 Connecting ..... 3-10

## B

Back Up Database ..... 3-13  
 Backup  
 Recovery Files ..... 3-10  
 Base Domains ..... 1-2  
 Basic Processes ..... 2-1  
 Batch Files  
 RepDBSync.bat ..... 3-4

## C

C  
 \Sync ..... 3-4  
 Code  
 Visual SafeSource ..... 1-4  
 connect.berthel.com ..... 1-5  
 Connecting  
 Avamar Client ..... 3-10  
 Connection ..... 2-1  
 Contacting LightEdge Technical Support ..... 2-4  
 CPU  
 Task Manager ..... 3-6

## D

Databases  
 Production Backup ..... 3-12  
 Representative ..... 3-4  
 Restore Data ..... 3-11  
 Deleting  
 VPN Account ..... 1-4  
 Desktop Connection ..... 2-1  
 DNS ..... 1-2  
 Domains  
 Base ..... 1-2  
 Pinging ..... 3-9

## E

E-mail ..... 1-3  
 Issues ..... 3-3  
 Portal Error ..... 3-2  
 Error.log ..... 3-1

## Errors

Page Level ..... 3-1

## F

Figure 1-1. LightEdge Hosting Overview ..... 1-1  
 Figure 2-1. Remote Desktop Connection ..... 2-1  
 Figure 2-2. Remote Desktop Connection Computer ..... 2-1  
 Figure 2-3. Administrative Tools ..... 2-2  
 Figure 2-4. Internet Information Services (IIS) 6.0  
 Manager ..... 2-3  
 Figure 2-5. Internet Information Services (IIS) Manager  
 ..... 2-4  
 Figure 3-1. Error.log ..... 3-1  
 Figure 3-2. Portal Error E-mail Example ..... 3-2  
 Figure 3-3. Update Packages ..... 3-3  
 Figure 3-4. Application Pools Recycling ..... 3-5  
 Figure 3-5. Task Manager Performance Tab ..... 3-6  
 Figure 3-6. Task Manager Processes Tab ..... 3-7  
 Figure 3-7. Task Manager Networking Tab ..... 3-8  
 Figure 3-8. Microsoft SQL Server 2008 ..... 3-12  
 Figure 3-9. Back Up Database ..... 3-13  
 File Transfer Protocol ..... 3-3

## Files

Backup ..... 3-10  
 Immediate ..... 3-3  
 Recovery ..... 3-10  
 Scheduled Release ..... 3-2  
 Uploading ..... 3-3

## Firewall ..... 1-3

## FTP

Issues ..... 3-3

## G

GoDaddy ..... 1-2  
 Group  
 Prismapp Server VPN ..... 1-3

## H

healthcheck.aspx ..... 3-9  
 Hosting Infrastructure ..... 1-1

## I

ided.iprismglobal.net ..... 1-5  
 IIS  
 Restarting ..... 2-4  
 Internet Information Services (IIS) 6.0 Manager ..... 2-3  
 Internet Information Services (IIS) Manager ..... 2-4  
 IP Address ..... 1-5  
 IP Addresses ..... 1-5  
 iprismglobal.com ..... 1-5  
 Issues  
 E-mail Portal Error ..... 3-2  
 Error.log ..... 3-1  
 Page Level ..... 3-1

**L**

LightEdge	
Technical Support .....	2-4
Load	
Task Manager.....	3-8
Load Balancer.....	1-2, 1-5
healthcheck.aspx .....	3-9
Verify .....	2-4

**M**

Microsoft SQL Server 2008.....	3-12
--------------------------------	------

**N**

Network Load	
Task Manager.....	3-8

**O**

Outages	
Portal.....	3-8
Servers .....	3-9

**P**

Page Level Errors .....	3-1
Performance Issue	
Portal.....	3-4
Pinging	
Domain.....	3-9
Portal Error E-mail .....	3-2
Portals	
Outages .....	3-8
Performance .....	3-4
prism3.iprismglobal.net .....	1-5
Prismapp Server.....	1-3
Prismapp Server VPN Users Group.....	1-3
PrismFile1 .....	1-2
PrismSql1 .....	1-2
PrismWeb1 .....	1-2, 1-5
PrismWeb2 .....	1-2, 1-5
Processes.....	2-1
Production Database .....	3-12

**R**

Recovery	
Database Data .....	3-11
Files.....	3-10
Recycling	
Applications Pool.....	3-4
Redirects .....	1-5
Release	
Immediate .....	3-3
Scheduled.....	3-2
Remote Desktop Connection .....	2-1
Remote Desktop PrismWeb1 .....	1-5
Remote Desktop PrismWeb2.....	1-5
RepDBSync.bat .....	3-4
Representative Database .....	3-4

Restarting	
IIS .....	2-4
Restore	
Recovery .....	3-11
Running .....	2-2
Speed Test.....	3-5

**S**

Scheduled Releases.....	3-2
Servers	
Outages .....	3-9
Prismapp .....	1-3
PrismSql1 .....	1-2
PrismSql2.....	1-2
PrismWeb1 .....	1-2
PrismWeb2 .....	1-2
Services	
Restarting FTP and SMTP .....	2-3
Restarting Services .....	2-2
Running.....	2-2
smrone.com .....	1-5
SMTP.....	1-2
SourceSafe.....	1-4
Speed Test .....	3-5
Start .....	2-2, 2-3
Status .....	2-2

**T**

Task bar .....	3-6, 3-8
Task Manager .....	3-6
CPU .....	3-6
Network Load .....	3-8
Networking Tab .....	3-8
Performance Tab.....	3-6
Processes Tab.....	3-7
Technical Support	
LightEdge .....	2-4
Total DNS Management.....	1-2
Troubleshooting.....	3-1

**U**

Update Packages.....	3-2, 3-3
Updates	
Immediate .....	3-3
Scheduled Release .....	3-2
Uploading	
Files .....	3-3
Users Group	
Prismapp Server VPN.....	1-3

**V**

Verify	
Load Balancer is Running.....	2-4
Virtual Private Network.....	1-3
Visual SourceSafe.....	1-4
VPN .....	1-3
Installing .....	1-3

**W**

Web Servers

IP Addresses ..... 1-5  
Names ..... 1-5  
Outages ..... 3-8, 3-9  
Restarting FTP and SMTP Services..... 2-3  
Services are Running ..... 2-2  
Services Restarting..... 2-3  
URLs..... 1-5

Windows Task bar ..... 3-6, 3-8  
www.iprismglobal.com ..... 1-5  
www.iprismglobal.com:8080 ..... 1-5  
www.iprismglobal.net ..... 1-5  
www.securitiesmanagementresearch ..... 1-5  
www.smrone.com ..... 1-5  
www.smrone.info ..... 1-5  
www.smrone.net ..... 1-5